

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 15 - Kings-Tulare Area Agency on Aging HICAP

From: 07/01/2011 To: 06/30/2012

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	6	5	20	14	45
Estimated Number of Attendees	103	205	533	431	1,272
Estimated Number of Persons Provided Enrollment Assistance	28	10	0	0	38
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	1	2	4	15	22
Estimated Number of Attendees	150	600	920	4,200	5,870
Estimated Number of Persons Provided Enrollment Assistance	0	4	0	5	9
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	19	0	0	19
Estimated Number of Attendees	0	264	0	0	264
Estimated Number of Persons Received Any Enrollment Assistance	0	172	0	0	172
Enrollment Assistance with Medicare Programs(s)	0	3	0	0	3
Enrollment Assistance with Part D	0	137	0	0	137
Enrollment Assistance with LIS	0	17	0	0	17
Enrollment Assistance MSP	0	15	0	0	15
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	1	0	0	0	1
Estimated Number of Attendees	30,000	0	0	0	30,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	6	5	0	11
Estimated Number of Targeted Persons Reached	0	76,160	50,014	0	126,174
Presenters					
HICAP Paid Staff					
Total Presenters	5	27	27	24	83
Total Hours for Length of Activities	6.00	198.40	52.15	99.20	355.75
HICAP In-Kind Paid Staff					
Total Presenters	0	1	0	0	1
Total Hours for Length of Activities	0.00	6.00	0.00	0.00	6.00
HICAP Volunteer Staff					
Total Presenters	4	11	3	7	25
Total Hours for Length of Activities	9.20	97.00	6.30	24.35	136.85
Other Presenters					
Total Presenters	1	1	0	1	3
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	3	7	13	5	10
Employer Termination - COBRA	2	0	3	5	3
General HICAP Information	0	0	2	1	82
Grievances / Appeals - Plan Issues	6	23	27	26	3
Long-Term Care / Insurance	0	0	3	0	8
Low Income Subsidy (LIS) / Application Assistance	1	1	4	2	68
Medicare (Parts A & B)	3	23	23	19	56
Medicare Advantage (Part C)	6	3	28	19	61
Medicare Fraud / Abuse	2	20	27	12	35
Medicare Prescription Drug Coverage (Part D)	4	4	16	11	67
Medigap / Medicare Supplements	4	27	22	14	38
Non-Medicare Fraud/Abuse	3	3	19	13	4
Other Topics / Issues (Health Specific)	1	0	2	1	2

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	3	0	3
Preventive Care Benefits	2	2	2	0	6
QMB/SLMB/QI	3	3	20	15	41
Volunteer Recruitment	1	0	14	9	24
Targeted Audience					
African American	1	3	9	16	29
American Indian or Native Alaskan	1	3	1	5	10
Asian Indian	0	3	1	0	4
Caucasian	5	7	19	24	55
Chinese	0	3	1	3	7
Disabled	0	15	9	7	31
Dual Eligible Groups	0	6	2	3	11
Employer Related Groups	2	5	6	6	19
Family Member/Caregiver of Beneficiary	3	25	5	12	45
Filipino	1	3	3	10	17
Guamanian or Chamorro	0	3	0	1	4
Hispanic / Latino	4	8	11	22	45
Hmong	0	3	2	4	9
Japanese	0	2	1	2	5
Korean	0	3	1	1	5
Low Income	2	20	13	11	46
Medicare Beneficiaries	3	26	11	14	54
Medicare Pre-Enrollees	0	17	7	7	31
Mental Health	0	5	1	2	8
Mental Health Professionals	0	3	0	1	4
Native Hawaiian	0	3	0	1	4
Other	0	2	4	1	7
Other Asian	0	1	1	3	5
Other Pacific Islander	0	3	1	1	5
Partnership Outreach	1	7	6	4	18
Presentations to Groups in Language Other than English	2	4	6	5	17
Rural	3	20	14	13	50
Samoan	0	3	1	1	5
Social Work Professionals	3	7	8	8	26
Some Other Race or Ethnicity	0	1	0	8	9
Vietnamese	0	2	1	2	5

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	258	601	1,610	3,401	5,870
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	20	68,405	50,285	664	119,374
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	5	3	3	3	14

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	311	595	436	490	1,832
Total Finalized Intakes	71	255	159	186	671
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	44	125	101	117	387
Aging into Medicare Postacd - CDA HICAP	5	9	0	0	14
CDA HICAP	0	3	0	1	4
CHA	0	0	0	0	0
CMS/Medicare	3	2	6	6	17
Friend/Relative	4	13	11	11	39
InfoVan	0	1	0	0	1
Internet	0	1	1	0	2
Mailings	0	17	0	1	18
Media	0	6	1	3	10
Other	3	16	10	22	51
Presentations	9	9	2	2	22
Previous Contacts	1	47	25	16	89
State Website	1	0	0	0	1
Missing/Not Collected	1	6	2	7	16
Mode of Client Contact					
Quick Call Contacts	428	609	574	587	2,198
Contacts by Telephone	70	140	162	226	598
Contacts In Person at home	9	18	10	26	63
Contacts In Person at site	54	199	108	104	465
Contacts by E-Mail	1	9	7	9	26
Contacts by Mail/Fax	7	8	17	19	51
Total Number of Client Contacts:	569	983	878	971	3,401
Contact Status Types					
General info	48	78	29	62	217
Detailed Assistance	70	255	232	433	990
Problem Solving/Resolution	25	49	63	80	217
Total Counseling Time Spent by Counselor Type					
Program Manager	6.00	53.35	18.20	38.40	115.95
Volunteer	40.25	141.30	66.25	90.25	338.05
Paid	66.35	163.30	191.15	214.50	635.30
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	28	78	51	64	221
Race					
African American/Black	1	0	2	1	4

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	0	0	0	0
Caucasian/White	15	102	77	90	284
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	0	0	0	0
Chinese	0	0	1	1	2
Filipino	1	3	0	2	6
Japanese	0	2	0	3	5
Hmong	0	0	0	0	0
Korean	0	0	1	0	1
Vietnamese	0	0	0	0	0
Other Pacific Islander	0	3	0	4	7
Other Asian	0	5	2	2	9
Two or More Race	3	5	0	2	10
Some Other race	20	78	50	64	212
Not Collected	31	57	26	17	131
Gender					
Female	35	136	83	109	363
Male	33	93	67	70	263
Not Collected	3	26	9	7	45
Monthly Income					
Less than 150% of FPL	19	75	48	77	219
Equal To/Greater than 150% of FPL	27	110	72	85	294
Not collected	25	70	39	24	158
Client Asset Limits					
Below LIS Asset limit	15	65	44	86	210
At or Above LIS Asset Limit	12	63	68	54	197
Not Collected	44	127	47	46	264

From: 07/01/2011 To: 06/30/2012

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	1	8	1	4	14
Limited English Proficient (LEP)	9	23	14	26	72
Dual Eligible	32	131	103	107	373
Medicare Status Due to Disability	15	31	22	37	105
Dual Eligible due to Mental Disability	0	4	3	4	11
Applying/Receiving Social Security/Medicare Disability	14	30	13	24	81
Age					
Under 60	10	21	21	29	81
60-64	4	18	14	30	66
65-74	32	132	80	73	317
75-84	13	50	21	36	120
85+	8	18	12	13	51
Not Collected	4	16	11	5	36
Marital Status					
Married	25	105	60	64	254
Never Married	3	3	10	18	34
Separated	2	3	5	5	15
Divorced	4	30	13	23	70
Widowed	15	35	27	42	119
Domestic Partner	0	1	0	1	2
Not Collected	22	78	44	33	177
Estimated Financial Saving					
Clients with Financial Savings	18	77	53	51	199
Estimated Dollars Saved	\$76,573.00	\$216,524.72	\$242,013.22	\$279,510.70	\$814,621.64

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	30	54	92	120	296
Benefit Comparisons/Explanation/Coverge Changes	30	128	118	112	388
Appeals/Grievances	5	3	1	7	16
Billings/Claims	8	15	10	17	50
Fraud/Abuse	0	6	4	4	14
Quality of Care	0	0	1	1	2
LTC/LTCI					
Enrollment/Eligibility Assistance	1	1	3	3	8
Billings/Claims	1	0	0	0	1
LTC Partnership	0	0	0	0	0
Appeal/Greivances	1	0	0	2	3
Fraud/Abuse	1	0	0	1	2
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	18	62	93	115	288
Benefit Explanation	16	67	94	111	288
Appeals/Grievances	0	0	0	0	0
Billings/Claims	1	2	2	5	10
Fraud/Abuse	0	4	2	2	8
Disenrollment/Coverage Changes	2	5	4	1	12
Quality of Care	0	0	0	0	0
Plan Comparison	2	26	31	18	77
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	1	0	0	0	1
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	9	65	72	93	239
Benefit Explanation	9	71	76	88	244
Appeals/Grievances	1	0	3	1	5
Billings/Claims	4	3	3	4	14
Fraud/Abuse	0	3	3	1	7
Coverage Changes/Disenrollment	4	30	14	7	55
Plan Non Renewal	0	29	3	0	32
Plan Comparison	2	42	33	10	87
Enrollment/Enrollment Asistance	2	37	16	4	59
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	1	1	2	0	4
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	5	19	23	15	62
Medi-Cal Application Assistance	1	3	17	14	35

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	19	28	74	91	212
MSP Application Assistance	4	8	16	24	52
Medi-Cal/QMB Claims	1	2	0	0	3
Fraud/Abuse	0	1	0	0	1
Other	3	11	8	7	29
Other					
Employer/Federal Health Benefits (FEHB)	11	16	17	22	66
Military Benefits	1	5	1	4	11
COBRA	0	0	1	4	5
Mental Health Topics	0	1	2	2	5
Fraud/Abuse	0	5	2	1	8
Other Health Insurance	2	1	4	5	12
Other	5	9	4	11	29
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	40	198	126	128	492
Eligibility/Screening	35	179	112	124	450
Plan Comparison	23	160	67	54	304
Enrollment/Anrollment Assistance	18	149	53	49	269
Billings/Claims	0	6	2	6	14
Coverage Changes	4	14	6	5	29
Re-enrollment	0	2	7	2	11
Disenrollment	0	1	3	2	6
TROOP	0	0	2	1	3
Other	0	4	14	7	25
LIS / Extra Help					
Eligibility / Screening	27	96	103	119	345
Benefit Explanation	22	46	85	97	250
Application Assistance	14	16	31	29	90
Claims/Billings	0	2	2	2	6
Appeals / Grievances	1	1	0	1	3
Other Prescription Drug CoveragePlans					
Union/employer	7	12	5	17	41
PPARx	2	7	3	8	20
Military Drug Benefit	1	5	0	1	7
Manufacturer Program	0	3	2	0	5
Other	5	13	8	28	54
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	6	2	0	8
Lag Time	1	0	0	0	1
Multiple Enrollment	0	0	1	0	1
Poor Training of Agents	0	0	0	0	0
Poor Training of CSR	0	2	0	0	2

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	1	0	0	0	1
Formulary problems/changes	2	2	1	2	7
Dosage problem	0	0	0	0	0
Data problems	0	0	0	2	2
Delay in medications	0	0	0	2	2
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	0	0	0
Client reached donut hole	0	1	0	0	1
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	1	1	1	0	3
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	6	0	1	7
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	1	0	0	1	2
Part D Plan:	1	0	1	1	3
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	2	2
Other:	3	4	4	2	13
TOTAL MEDICARE PART D COMPLAINTS	5	4	5	6	20
All Other Complaints					
APS :	0	0	1	1	2
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	1	1	0	2
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	1	2	1	4
800 Medicare Line Issues					
Total number of Calls with Issues	4	6	6	8	24
Total duration of calls	1.30	1.18	2.55	2.16	7.19